

# Case Study



## Videoconferencing for a Shipping company between Head Offices in 3 Countries and Vessels



### Organization Profile

Shipping company  
specializing in  
transporting crude oil.

### Organization Size

12 vessels  
3 offices in  
3 countries

### Business Case

Need for Audio &  
Visual Communication  
between the vessels  
and the offices in land.

Our customer's main activity is based on the need for continuous information flow and immediate communication for fast decision-making.

All employees are working daily with the main aim to know and respond to global market fluctuations and demand.

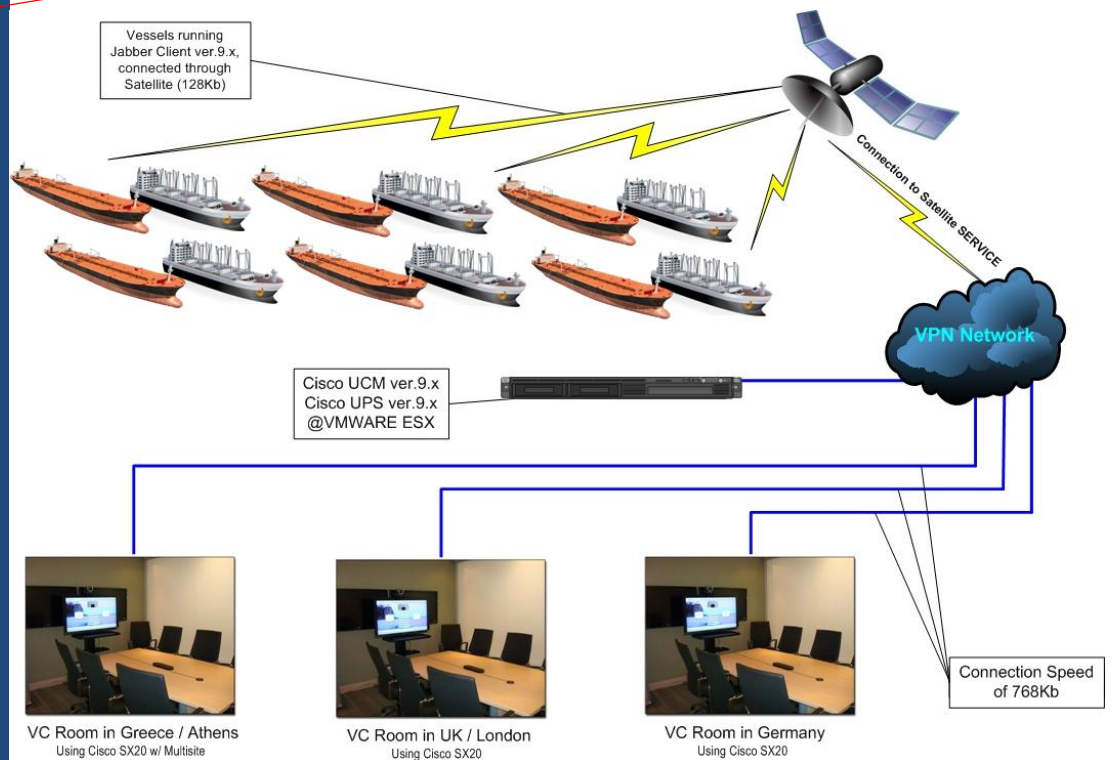
Conventional forms of communication are not enough to meet the needs in the daily execution of their transactions with customers and partners. The key to success in such a business environment is the management of information, confidence and ensuring the security of communications.



This solution has been designed based on CISCO videoconferencing systems.

CISCO is the leading choice in the field of video conferencing as the systems Excel in quality, safety and reliability.

CISCO ensures quality in communication while the investment ensures the reduction of communication costs thus reducing the company's overall expenses (travel, etc). Applications of videoconferencing include teamwork, trainings, telemedicine and board meetings.



As a certified Cisco partner in Video Communications, Ergoman was asked to provide a solution. After having studied in detail the communication needs and the technical requirements, 3 videoconference systems were installed in the main meeting room of each country. To communicate with vessels, a Cisco Unified Communication Manager Server was installed in the data center and a Jabber Client for PC with USB HD cameras in each of vessels. Communication with ships is via satellite with VPN and speed 128 Kbps. Communication between the offices is via VPN at 768 kbps. Especially the Office in Greece has the ability to communicate with a total of 3 + 1 participants, not only from inside VPN, but also with any other system in the world, since it supports international communication protocols h.323 and SIP.

For more information  
about  
videoconferencing  
products and  
solutions, visit:

[www.ergoman.gr](http://www.ergoman.gr)

## Advantages

- ✓ Improving performance of executives
- ✓ Reduce travel costs
- ✓ improving communication with ships
- ✓ better quality of communication
- ✓ minimization of costs on the vessels



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